

**British Water Annual Water Company Performance Survey 2008/2009**

	Water Company Chosen To Be Rated	Industry Average	Anglain Water	Dwr Cymru / Welsh Water	Northern Ireland Water Ltd	Northumbrian Water	Scottish Water	Severn Trent Water average	South West Water	Southren Water	Thames Water	United Utilities	Wessex Water	Yorkshire Water
<b>a</b>	<b>Contractual Approach</b>													
ai	Payment	6.5	7.5	7.9	3.5	5.8	6.3	8.1	6.9	6.4	5.3	7.6	5.0	7.4
aii	T & C of contract	6.2	7.7	7.9	5.5	5.5	6.3	6.9	6.1	5.3	5.9	4.8	5.5	6.5
aiii	Being fair & reasonable	6.4	7.1	7.5	6.5	5.9	6.8	7.3	5.9	5.6	5.2	6.2	6.5	6.8
aiv	Allowing sufficient time	5.7	6.4	6.5	4.5	5.5	5.5	6.1	5.0	5.6	5.1	5.4	7.0	5.9
av	Changing of mind	5.3	6.7	6.5	3.5	4.6	4.8	5.3	5.9	5.0	4.1	4.6	6.8	5.3
<b>Average</b>		<b>6.0</b>	<b>7.0</b>	<b>7.3</b>	<b>4.7</b>	<b>5.5</b>	<b>5.9</b>	<b>6.7</b>	<b>5.9</b>	<b>5.6</b>	<b>5.1</b>	<b>5.7</b>	<b>6.2</b>	<b>6.3</b>
<b>b</b>	<b>Attitude</b>													
bi	Non-Adversarial	6.5	7.8	7.7	7.0	5.9	6.8	6.7	5.9	6.0	5.1	6.0	6.1	6.9
bii	Co-operation	6.6	7.4	7.7	6.5	5.8	6.2	7.5	6.3	6.3	5.8	6.0	6.4	7.4
biii	Flexibility	5.9	6.9	7.1	6.0	4.9	5.3	6.3	5.1	6.3	4.9	5.3	5.8	6.5
biv	Respect & civility	7.2	8.2	7.9	6.5	5.6	7.7	7.5	5.9	7.7	6.2	7.6	7.8	7.7
bv	Spirit of partnering	6.2	7.9	7.9	4.5	5.8	6.8	6.1	6.0	6.6	4.0	5.9	5.6	7.1
<b>Average</b>		<b>6.5</b>	<b>7.6</b>	<b>7.7</b>	<b>6.1</b>	<b>5.6</b>	<b>6.6</b>	<b>6.8</b>	<b>5.8</b>	<b>6.6</b>	<b>5.2</b>	<b>6.2</b>	<b>6.4</b>	<b>7.1</b>
<b>c</b>	<b>Professional Qualities</b>													
ci	Thoroughness	6.2	6.9	7.0	4.0	5.9	6.0	6.1	5.6	6.9	5.9	7.1	6.4	6.6
cii	Accuracy	5.9	6.8	6.9	4.5	6.0	5.5	6.1	4.9	6.4	4.8	6.3	6.2	6.2
ciii	Technical competency	6.3	7.4	7.0	5.5	5.8	5.5	6.4	5.3	6.9	5.9	7.1	6.8	6.2
civ	Timely actions	5.2	6.5	6.7	4.5	4.6	4.4	5.6	4.3	5.1	3.8	5.4	6.0	6.2
cv	Objective decision making	5.7	7.2	6.6	4.5	6.0	4.7	6.2	4.7	5.6	4.8	5.9	6.1	6.6
<b>Average</b>		<b>5.9</b>	<b>7.0</b>	<b>6.8</b>	<b>4.6</b>	<b>5.7</b>	<b>5.2</b>	<b>6.1</b>	<b>4.9</b>	<b>6.2</b>	<b>5.0</b>	<b>6.3</b>	<b>6.3</b>	<b>6.3</b>
<b>d</b>	<b>Impact on Supply Chain</b>													
di	Involvement	6.0	7.5	6.2	5.5	5.5	6.1	6.6	5.7	6.2	4.5	6.4	6.3	6.1
dii	Contribution	5.8	7.4	6.1	5.5	5.4	5.9	6.4	5.0	5.7	4.7	5.8	6.4	5.8
diii	Competency	5.9	7.3	6.3	4.5	5.4	5.4	6.1	5.7	5.2	5.4	6.7	7.2	5.4
div	Wellbeing	5.6	6.9	6.3	4.0	4.9	6.0	6.3	4.8	5.0	4.8	5.5	6.5	5.8
dv	Realistic profit-making	5.3	6.8	5.9	3.0	5.3	4.8	5.3	4.7	5.5	4.6	5.5	6.1	5.6
<b>Average</b>		<b>5.7</b>	<b>7.2</b>	<b>6.0</b>	<b>4.5</b>	<b>5.2</b>	<b>5.7</b>	<b>6.2</b>	<b>5.2</b>	<b>5.5</b>	<b>4.8</b>	<b>6.0</b>	<b>6.5</b>	<b>5.7</b>
<b>e</b>	<b>Procurement</b>													
ei	The tendering process	5.7	7.3	7.1	2.5	6.0	5.2	6.0	5.3	5.5	5.0	5.4	6.5	6.7
eii	Achilles UVDB & Verfyi	6.3	7.4	6.8	5.5	7.3	5.5	5.6	6.8	5.3	5.4	6.9	6.3	6.8
eiii	Risk & Innovation	5.3	6.8	6.6	2.5	6.0	5.0	5.4	4.8	5.2	4.4	5.6	5.3	6.2
eiv	Debriefing	5.1	6.1	6.5	3.0	5.9	4.7	5.8	4.2	4.5	3.8	4.7	5.8	6.2
ev	Whole Life Cost	5.5	6.5	6.2	2.5	6.7	5.4	5.8	5.5	5.3	4.6	5.5	5.6	6.0
<b>Average</b>		<b>5.6</b>	<b>6.8</b>	<b>6.7</b>	<b>3.2</b>	<b>6.3</b>	<b>5.2</b>	<b>5.7</b>	<b>5.3</b>	<b>5.2</b>	<b>4.6</b>	<b>5.6</b>	<b>6.0</b>	<b>6.4</b>
<b>f</b>	<b>Following Policy</b>													
fi	Health & Safety	7.6	8.4	7.9	6.0	7.4	7.4	8.3	7.4	8.0	7.7	8.2	7.7	7.0
fii	Quality	7.0	7.6	7.4	6.0	6.5	7.0	7.3	7.0	6.5	7.1	7.0	7.3	6.8
fiii	Environment	7.2	8.1	7.4	5.5	7.3	7.1	7.4	7.1	7.2	7.1	7.6	7.2	7.2
fiv	Value for money	6.0	6.9	7.1	5.5	5.3	5.5	6.4	6.3	5.0	5.4	6.0	6.5	6.7
fv	Are they adhered to?	6.7	7.7	7.4	5.5	6.1	6.3	6.9	6.7	6.5	6.6	6.8	6.8	7.1
<b>Average</b>		<b>6.9</b>	<b>7.7</b>	<b>7.5</b>	<b>5.7</b>	<b>6.5</b>	<b>6.6</b>	<b>7.3</b>	<b>6.9</b>	<b>6.6</b>	<b>6.8</b>	<b>7.1</b>	<b>7.1</b>	<b>6.9</b>
<b>g</b>	<b>Communication</b>													
gi	Their suppliers	5.8	6.8	6.5	6.0	6.0	6.0	6.3	4.0	5.0	4.7	5.8	5.7	6.7
gii	Contractors/Consultants	6.3	7.1	7.5	6.0	5.9	5.8	6.6	5.4	5.9	5.2	6.5	6.4	6.8
giii	Other water companies	5.4	6.3	6.2	3.5	5.0	5.3	6.1	5.2	4.6	4.3	6.3	4.6	7.0
<b>Average</b>		<b>5.8</b>	<b>6.8</b>	<b>6.9</b>	<b>5.2</b>	<b>5.6</b>	<b>5.5</b>	<b>6.4</b>	<b>4.6</b>	<b>5.4</b>	<b>4.8</b>	<b>6.2</b>	<b>5.8</b>	<b>6.9</b>
<b>h</b>	<b>Partners/Main Contractors</b>													
hi	Others' Approach	5.9	5.8	6.0	4.0	5.5	6.3	6.5	6.5	6.2	5.6	6.0	6.3	6.0
hii	Others' Prof Qualities	6.1	5.7	6.6	4.0	7.0	6.3	6.0	6.3	6.0	5.7	6.7	6.3	6.8
hiii	Others' Impact on Supply Chain	5.6	6.2	5.7	4.0	6.0	6.4	5.2	5.8	5.8	5.0	6.3	6.0	4.8
hiv	Others' Following Policies	6.3	7.0	6.3	4.0	6.0	6.5	6.5	6.5	7.4	5.7	6.8	7.0	6.4
hv	Others' Communication	5.6	5.5	6.0	4.0	6.5	6.1	6.2	6.0	6.2	4.6	5.5	5.0	6.0
<b>Average</b>		<b>5.9</b>	<b>6.0</b>	<b>6.1</b>	<b>4.0</b>	<b>6.2</b>	<b>6.3</b>	<b>6.1</b>	<b>6.2</b>	<b>6.3</b>	<b>5.3</b>	<b>6.3</b>	<b>6.1</b>	<b>6.0</b>
	<b>Overall Average</b>	<b>6.0</b>	<b>7.0</b>	<b>6.9</b>	<b>4.7</b>	<b>5.8</b>	<b>5.9</b>	<b>6.4</b>	<b>5.6</b>	<b>5.9</b>	<b>5.2</b>	<b>6.2</b>	<b>6.3</b>	<b>6.4</b>